

Job Title:	<b>Clerk of Operations</b>
Job Description Number:	<b>1135</b>
Department/Division:	<b>Municipal Court</b>
Exemption Status:	<b>Exempt</b>
Pay Grade:	<b>111</b>
Immediate Supervisor:	<b>Municipal Judge</b>
Normal Work Schedule:	<b>Mon-Fri, 8 hours/day</b>

**Brief Description of the Job:**

Plan, organize, coordinate, direct and review operational activities. Is involved and responsible for strategic planning; staff supervision and development; on-going assessment and improvement of business processes, programs and services; implementing new technology, statutes, rules and policies; and court wide standardization of procedures. Supervise the Support Services staff. Initiate and oversee preparation of court operations-related studies; oversee physical arrangements and security preparation for court operations and assisting in directing annual strategic planning activities. Assist the Municipal Judge in development of annual court wide goals and objectives, and ensure alignment of the City of Greenville's Action Plans with the Court's overall strategic plan. Monitor new, existing and pending legislation to ensure that court operational procedures are in compliance. Participate in meetings to substantiate annual budgets or other matters of interest. Serve as the official custodian of the records and dockets of the court. Develop and analyze reports or evaluative methods which accurately track court statistics and benchmarks for caseload and trial management. Liaison with public and private agencies regarding organizational programs and services. Ensure court operational needs are identified, evaluated and incorporated into long/short-term goals; establish priorities and secure resources. Align day-to-day operational activities and the court's strategic direction and sequences improvement activities. Monitor the court's progress toward achieving goals and outcome-based measures as well as determining corrective action. Coordinate with the court management team to adjust court programs to achieve fiscal and programmatic accountability. Serve as a check-and-balance for the Clerk-Fiscal management. Ensure efficient and effective management of staff assigned to operations including training, counseling, discipline, & termination.

**Essential Functions:**

**Caseload Management (30%):** Plan, organize, direct, and coordinate the work of all Support Services staff members assigned to Case flow Management. Develop policies and procedures to ensure efficient and economical organizational operations. Develop and analyze reports or evaluative methods which accurately track court statistics and benchmarks for caseload and trial management. Oversee court programs and services, ensure compliance with applicable procedures, policy, regulations, and statutes. Manage administrative matters such as prepare reports or correspondence, conduct special studies, or research. Review statewide court procedures for applicability to operational functions, disseminate procedures and prepare implementation. Liaison with public and private agencies regarding organizational programs and services.

**Vision and Strategic Planning (30%):** Ensure court operational needs are identified, evaluate, and incorporated into long/short-term goals; establishes priorities and secures resources. Manage operational records management to produce complete, accurate, and timely record of judicial decisions. Establish court records policies and practices, including record preparation, retention, public access, and privacy protections. Develop and analyze formal mechanisms for monitoring operational trends and anticipating their implications for the strategic direction. Align day-to-day operational activities and the court's strategic direction and sequences improvement activities. Ensure the court has a clear mission, vision, and shared values; and develop the strategic plan. Monitor the court's progress toward achieving goals and outcome-based measures as well as determine corrective action. Direct facility management, including security, construction, and/or reconstruction and maintenance of facility.

**Education, Training, & Development (15%):** Create core competency program, develop recommendations, and implement objectives and monitors program effectiveness. Establish training plans for Support staff, monitor the development and completion and prepare instructional materials. Oversee assessment of support Services needs and ensure their needs are addressed in education, training, and development. Develop and implement policies, procedures, and best practices that support and reward professional growth. Organize the Court's education function in order to adequately address succession planning. Translate user information and experience into effective case flow technology applications.

**Resources, Budget, & Finance (10%):** Develop and analyze indicators of court achievements to demonstrate the court's performance and financial accountability. Research, design, and implement evaluation methods and techniques to determine output, outcome, impact, and efficiency. Compile clear, well-presented and reliable reports on court expenditures and performances. Coordinate with the court management team to adjust court programs to achieve fiscal and programmatic accountability. Stimulate action through comparison and analyses, and presents data for maximum impact, education, and information. Serve as a check-and-balance for the Clerk-Fiscal Management. Identify operations that can benefit from information technology and ensures implementation of technological improvements. Convey reasons for changes and technical information to internal and external partners, funding authorities, and actual users.

**Management & Supervision (10%):** Ensure efficient and effective management of staff assigned to operations including training, counseling, discipline, and termination. Establish expectations and provides performance feedback to staff members. Organize and approve time off and assists in payroll when necessary. Monitor and evaluate Support Services staff members' performance and resolve staff member relations issues. Ensure Court office practices are in compliance with City policies, procedures, and regulations. Establish priorities and long-term goals.

**Court Community Communication (5%):** Assess and recognize current court access, communication, and ease of use problems and barriers to create solutions. Improve access to the Court to help the public use and respond to court forms, notices, locations, and navigate court facilities. Oversee staff and processes that translate court processes to the average citizen while avoiding the practice of law or giving advice. Assess the Court's needs for diverse community outreach, the resources available and how to deploy available resources. Review and develop the implementation of use of the Internet and interactive computer programs to communicate with public. Develop and deliver information that educates other branches of government about court functions, needs and deliverables. Assess overall court community communication needs and determine whether the court is meeting those needs.

Other duties and responsibilities as assigned.

### **Physical Demands**

**Overall Strength Demands:** Light strength demands include exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.

**Physical Demands:** Continuously requires fine dexterity, sitting, handling, vision, hearing, and talking. Occasionally requires standing, walking, reaching, pushing/pulling, and twisting. Rarely requires lifting, carrying, kneeling, bending, and crouching.

**Machines, Tools, Equipment, and Work Aids:** Telephone, fax machine, calculator, copier, binding machine, microfilm reader, hand truck, and file cart.

**Computer Equipment and Software:** Personal computer, printer, scanner, Microsoft Word, Excel, PowerPoint, Outlook, Publisher, Visio, Adobe Reader, AS400 Applications (HTE, Greenville County Clerk's Index, Detention Center, etc.), SC Case Management System, HROAS, Snag It, and Internet Explorer.

### **Working Conditions**

**Overall Working Conditions:** Satisfactory: Occasional exposure to unpleasant environmental conditions and/or hazards.

**Environmental Factors:** Seasonal exposure to extreme temperature and respiratory hazards.

**Health and Safety:** Rare exposure to communicable diseases and physical danger or abuse.

**Primary Work Location:** Office Environment.

**Protective Equipment Required:** None.

### **Non-Physical Demands**

Frequently requires time pressures, frequent change of tasks, performing multiple tasks simultaneously, working closely with others as part of a team, and tedious or exacting work. Occasionally requires noisy/distracting environment. Rarely requires emergency situations and irregular schedule/overtime.

### **Job Requirements**

**Formal Education:** Bachelor's degree or equivalent in Public Administration, Criminal Justice, or Business is required.

**Experience:** Over four years of experience in the Court system. Must have prior supervisory experience with strong computer and accounting skills.

**Driver's License Required:** Class D South Carolina license.

**Certifications and Other Requirements:** None.

## **Job Demands**

**Reading:** Advanced Level: Ability to read, analyze, and interpret general business periodicals, professional journals, technical journals and procedures, financial reports, legal documents, and governmental regulations as well as literature, books, reviews, reports, and abstracts.

**Math:** Advanced Level: Ability to apply fundamental concepts of theories; work with advanced mathematical operations methods and functions of real and complex variables.

**Writing:** Advanced Level: Ability to write policies, contracts, speeches, formal presentations, and/or technical and legal documents and correspondence.

**Human Collaboration Skills:** Recommendations regarding policy development and implementation are made and/or recommended. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction. Work has a moderate impact on the organization. External contacts include State Court Administrator, State Treasurer, State/County Law Enforcement, County Detention, State Corrections, other County/State/Federal organizations, vendors, and general public. Internal contacts include General Government Services, Finance, Police, City Attorney, Information Systems, and various other departments.

**Management and Supervision:** Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed. Semi-complex scope of supervision. This position is responsible for supervising the positions of Court Services Coordinator and Court Services Associate.

**Technical Skill:** Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization. Comprehensive application: Consequences of work affect large groups as well as the customer-base at large.

**Fiscal Responsibility:** Position develops the budget for a division and/or multiple programs and projects. Has responsibility for recommending requests to the Department head. Recommends to department head execution of procurement documents, journal entries, and budget transfers.

## **Freedom to Act and Impact of Action**

Receive General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically. Significant impact of action: Considerable benefits or costs in time, money, or public/employee relations.

## **Disclaimer**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted

as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.